AL.1.1798
c.2

RE: SOURCE

The Newsletter of the Municipal Excellence Network

ISSUE #7

APRIL 2006

In This Issue

- *Is Your Practice "Menet-Worthy?"*
- *Announcements, Announcements*
- *Municipally Excellent Folks*
- *Stakeholders 'R Us*
- *Ten Newest Practices*

Is Your Practice "MEnet-Worthy?"

- We are continually seeking new practices to add to the MEnet database so everyone involved in Municipal Excellence will have access to more resources. We always encourage administrators and elected officials from Alberta municipalities to submit new practices to the database, but we often hear people wonder if a particular practice they have worked on is good enough to share with others. While there is no set criteria, here is a list of elements that many "leading" practices contain:

- a new or improved way of addressing an issue
- a well-defined goal that aligns with your municipal business plan
- a well-researched submission thoroughly understood by the person drafting it
- clear identification and management of risk (if risk is a factor)
- effective input from key stakeholders that has influenced the outcome to suit their needs
- a strong cost-benefit ratio, showing a good balance between funding and taxpayer benefit
- clearly defined roles for personnel
- thorough documentation
- a strong system of reporting and evaluating that allows your municipality to monitor the success of the practice and identify opportunities for improvement

If you can check off every one of these items when reviewing your practice, you should be submitting your application for a Minister's Award for Municipal Excellence! However, MEnet is not only about "best" practices. We are also looking for "leading" practices. Any practice that contains three or more of the elements from the list is a practice that another municipality could learn from. A practice that has worked well and benefited your municipality, regardless of how big a budget it has or the scope that it covers, is worth submitting. We do not live in a perfect world, so a practice does not have to be perfect to work and work well. Sharing these leading practices is the key to developing a network of knowledge transfer among municipalities. So remember, if a practice worked in your municipality, there is a good chance it can help another Alberta municipality in developing its practice.

The MEnet team and your municipal peers look forward to seeing your submission at *www.menet.ab.ca.* And if you think you really "nailed it," you might want to consider nominating your practice for a Minister's Award for Municipal Excellence.

Municipal Excellence network

Municipalities **sharing knowledge** *to excel*

Announcements, Announcements!

It's time to polish up your practices and start thinking about the 2006 Minister's Awards for Municipal Excellence. The call for submissions is on the horizon and you should be preparing to respond sometime in late spring. Stay tuned to **www.menet.ab.ca** for further information. Or you can sign on to the MEnet listserv on the site and you will get an automatic notification when the call for submissions goes out.

In the coming months the MEnet team will be coming to a municipality near you. The team is looking to deliver our new Regional Sessions in locations throughout Alberta so that everyone will have an opportunity to attend. The sessions will include:

- How the MEnet program can benefit your municipality
- An overview of MEnet tools and resources
- Practice implementation tips
- How to document a practice
- Time for practice sharing
- Information on the Minister's Awards for Municipal Excellence

Proposed locations for sessions in 2006 are Medicine Hat, Wood Buffalo, the North Peace area, High Prairie, Athabasca, Onoway, Vegreville, Vilna, Camrose, Bashaw, Innisfail, Drumheller, Canmore, Pincher Creek, High River, Brooks and Raymond.

If you would like to either host or simply attend one of these sessions, please feel free to contact either Michael Stansberry (michael.stansberry@gov.ab.ca or (780) 422-8908) or Travis Nosko (travis.nosko@gov.ab.ca at (780) 415-4572). Once the dates and locations have been detailed, CAOs and municipal managers will be contacted.

And speaking of the website, as many of you know, the site has undergone some improvements to change its look and organization. Our goal was to make it easier for users to navigate the site and find what they are looking for. We have tried to achieve this by improving the "search for a practice" function, rearranging the pages into a more logical and user-friendly manner, and by redesigning and enhancing the multimedia presentation to show you how you can use the site more effectively. Because these changes are based on valuable input from our stakeholders, the MEnet team is confident you will really like what you see the next time you go to www.menet.ab.ca. Go check it out!

Municipally Excellent Folks

Constable Brent Craig (centre) and Council members from the Town of Rocky Mountain House accept the Minister's Awards for Municipal Excellence 2005 Innovation Award.

In 2004, Special Constable Brent Craig from the Town of Rocky Mountain House helped develop a bylaw that gives the municipality new ways to deal with bullying. The bylaw allows officers to charge both bullies and the bystanders who encourage bullying, and offers a more holistic approach to dealing with offenders. Instead of facing criminal charges, bullies can attend a workshop where they confront the reasons for, and the results of, their actions. This practice received a Minister's Awards for Municipal Excellence Innovation Award in 2005 and has earned both Constable Craig and the municipality considerable attention.

***Re: Source* - Since the bylaw was introduced, what kind of attention have you had from other municipalities, media and the community?**

Constable Craig: I've spoken with about 60 communities across Canada, helping them find ways to develop their own bylaws. Most recently, I worked with the City of Regina to develop their bylaw-it passed first reading on March 3. I'm getting almost daily requests for information, and I've noticed a lot of communities now have their own bylaws. One important impact is that we're getting a lot of media attention. It really helps to get the message out, and it's making people conscious of the problem. They realize they don't have to be afraid of the repercussions of speaking out, that there's a bylaw in place to help them.

***Re:Source* - How do you manage all the interest and attention in giving people information about the bylaw?**

CC: The MEnet website-**www.menet.ab.ca**-has really helped. Anybody from a municipality who calls, I send them straight to the website. I recommend it to municipalities across Canada; it's an excellent resource to have. I don't have to e-mail or send anything, and anyone can access it if they have Internet.

***Re:Source* - So how do you use the MEnet website for your own work?**

CC: I help manage budget and policy issues between RCMP and council, and I deal with police, fire, animal control, health and safety issues and traffic enforcement, to name a few.

Honourable Rob Renner (Minister, Alberta Municipal Affairs) flanked by His Worship Jim Blague and Constable Craig (Town of Rocky Mountain House).

Continued on page four...

LIBRARY AND ARCHIVES CANADA
Bibliothèque et Archives Canada
3 3286 53576909 1

...continued from page three.

With all these duties, I'm helping develop policy and procedure, and the first thing I do is go to **www.menet.ab.ca.** It's been very helpful; I can find information on a range of topics. Usually, I'll use the "find a practice" keyword search to look up information about a particular topic, then go from there. MEnet is a great tool for sharing information-why reinvent the wheel? I encourage anybody to put something up there, the more communities use it the better.

***Re:Source* - How did you like attending the Awards for Municipal Excellence? Would you encourage others to submit for an award?**

CC: I'm proud of my idea and the support it received from council. When I came up with the concept, they were very supportive from the beginning. Anyone in law enforcement wants to make a difference, and it was wonderful to be recognized by our peers - municipal administrators, councillors and civil servants - for the good work we're doing in Rocky Mountain House. It's very rewarding; if you're proud of your work and it's meaningful to you, you should submit your practice.

Stakeholders 'R US

Stakeholder...that's a term that comes up often in government, but what does it really mean? Well, in a word, it simply means...YOU. The main reason the Municipal Excellence Network has become such a success is because it was conceived and built by users, for users. From the very outset, MEnet has been constructed based on your definition of your own needs and the tools that would best meet them. And we're still working with those same values today. Improvements to the MEnet website and its supporting programs come from your suggestions and critical evaluations. Please keep the network alive and growing with your continued input.

Here are some of the mechanisms where we hear your voices:

- e-mails and phone calls
- trade shows and association conventions
- regional information sessions
- the Municipal Excellence Advisory committee
- the Minister's Awards for Municipal Excellence committee

You can make your individual suggestions or contributions to MEnet development directly via e-mail (through the website) or by calling any of the Municipal Excellence staff at Alberta Municipal Affairs (780) 427-2225. Ask for Chris Belke, Victoria Brown, Mike Sandford or Michael Stansberry - they'll be glad to hear from you.

Ten Newest Practices *as of March 21, 2006*

- W.H.E.N. for Seniors Program (Wellness, Health, Exercise & Nutrition) Town of Black Diamond
- Through Their Eyes - Photo Exhibit City of Grande Prairie
- Amalgamation of Enforcement Services and the RCMP City of Grande Prairie
- Regional Disaster Services Framework Agreement City of Grande Prairie
- Policy and Procedure Writing Toolkit City of Red Deer
- Street Survival Guide City of Grande Prairie
- E-council County of Wetaskiwin No. 10
- Integration of the Strategic Plan into the Workplace Town of Black Diamond
- County of Wetaskiwin Annual Report for 2004 County of Wetaskiwin No. 10
- Manchester Affordable Housing Project City of Calgary

Re:source is published by the Municipal Excellence Network and Alberta Municipal Affairs. Please forward your comments to:

Michael Stansberry, Advisor
Phone: (780) 422-8908
michael.stansberry@gov.ab.ca
ISSN: 1715-5495

Alberta Municipal Affairs
17th Floor, Commerce Place
10155-102 Street
Edmonton, Alberta T5J 4L4

ESSENTIALS

The Newsletter of the Municipal Excellence Network

2006 Minister's Awards for Municipal Excellence

Quality of Life Matters Awards

Municipal Events

Regional Updates

Tools for Local Success

2006 Minister's Awards for Municipal Excellence

Recipients Rob Reeder (Lacombe County), Kevin Ward (Lacombe County), Bryan Jim Fitzsimmons (Lacombe County), Mayor Jim Fitzsimmons (Lacombe County), Mayor Lou Hallman (Lacombe County), Chief Administrative Officer Dave Hallman (Lacombe County)

Former Minister Rob Renner presented the 2006 awards at the Alberta Urban Municipalities Association (AUMA) and Alberta Association of Municipal Districts and Counties (AAMDC) conventions. Congratulations to the following recipients:

Outstanding Environmental Awards

CITY OF EDMONTON

The City of Edmonton saved up to 15 million litres per day through water from the West Tandem Sewer Project. It achieved this by partnering with Petro Canada to provide high quality recycled water from the Gold Bar Wastewater Treatment Plant to the refinery, so the city's eastern LRT/Metro Alignment and other industries in the area. Include a membrane filtration system that gives a "final polish" to the wastewater, so it can be channelled to the Gold Bar Treatment Facility.

Innovative Budget

CITY OF MEDICINE HAT

Using GIS technology the city of Medicine Hat achieved the City's Alarm for the Environment a proactive, planning approach to public land legacy sites. Using technology, the program analyzed and ranked over 1,000 actual and potential sites. The program identified sites that were a high priority for remediation, helped to prioritize the remediation of hundreds of sites, and helped the city to develop a long-term, cost-effective remediation plan.

Innovative Alliance

COUNTY OF ATHABASCA AND TOWN OF ATHABASCA

Through an innovative partnership between the County provided the Town of Athabasca, the County of Athabasca, the Town of Athabasca and the Athabasca Chamber of Commerce, relocated and upgraded the Athabasca Chamber of Commerce. The new service is 50 to 100 times faster than dial-up.

Partnership Awards

STRATHCONA COUNTY (LEAD) AND DRUG AND ALCOHOL SENATE

This 14-member initiative, made up of a community, stakeholder steering committee, strategies to prevent drug abuse in the community, reduced the availability of the drugs, supported and educated in the region. The Senate was a partnership, so it was appropriate that it was Minister's Awards. The Senate consisted of representatives from the RCMP, Alcohol and Drug Abuse Commission, parents, youth, and community and business leaders.